

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant(s): | Ozugur, et al. | Docket: | 139164 |
| Serial No.: | 10/721,558 | Art Unit: | 3628 |
| Filed: | November 25, 2003 | Examiner: | Tonya S. Joseph |
| Title: | Web Based CRM Service Using On-Line Presence Information | | |

RESPONSE TO FINAL OFFICE ACTION

M/S AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the final Office Action ("Office Action") dated May 28, 2008, Applicant presents the following remarks: